



**International  
Standard**

**ISO/IEC 20000-1**

**Information technology — Service  
management —**

**Part 1:  
Service management system  
requirements**

**AMENDMENT 1: Climate action  
changes**

*Technologies de l'information — Gestion des services —*

*Partie 1: Exigences du système de management des services*

*AMENDEMENT 1: Actions relatives aux changements climatiques*

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